

Santanna Energy Services (SES)
Nicor Gas "Customer Select" Program
Telemarketing Script 2/13/02

Who do I need to speak to there who's been handling
the Nicor gas bill for the location at
_____?

This is Mrs./Mr. _____ calling for
Santanna Energy Services. Recently you received
information from your gas company regarding a
possible savings that you can receive through the
"Customer Select" program. Do you recall receiving
that? (Yes or No) Great, that's why I'm calling.

What this means is by being a customer of Santanna
Energy, you are entitled to a (NGI) market rate plus 6
cents per therm. Over the last three years ending
December 2001, our effective program price was over
25% less than Nicors fully taxed gas charge in some
months, and averaged over 13% less for the whole 36
months.

OFFICIAL FILE

ILL. C. C. DOCKET NO. C2-0441

CUB Cross Exhibit No. 2

Witness _____

Date 8/28/02 Reporter CB

SES ICC 008

Now my records are showing the meter location is _____, and since this is for Nicor Gas customers only I need to verify the account number and meter number from the top right hand corner of the bill, (or the telephone number and the last four digits of your social security number) please and I'll hold while you get that. (Stay quiet and get account # and meter # when they get back)

Write this on your bill: My name is _____ and you can reach me at (800 _____), Ext. _____ if you have any questions.

Also write down Santanna Energy Services (spell Santanna) this is the company supplying your natural gas to Nicor for the next 36 months, the program will include an administrative fee of \$3.00 per month. So welcome to the "Customer Select" program with Santanna Energy Services as the supplier. Remember with this program Nicor Gas will still be your gas company. They will still deliver your gas, read your meter, provide your emergency customer service and bill you just like they always have.

At this point do you have any questions? Ok, you're all set. Now, please keep your account number handy, you'll be getting a call back in a few minutes to verify that I have enrolled you correctly. How long will you be there?

Thank you and goodbye.
